

# Enterprise Incident Report Dec 2010

As of 1/3/2011

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
GOED	13 5	1 0	14 5
Customer Company Total	13 5	1 0	14 5

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
GOED	13	1	14
	1	0	1
Customer Company Total	13	1	14
	1	0	1

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
GOED	13 0.19	1 0.12	14 0.19
Customer Company Total	13 0.19	1 0.12	14 0.19

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	Low	Medium	MR Total
GOED	13	1	14
	1	0	1
Customer Company Total	13	1	14
	1	0	1

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
GOED	13	1	14
	1.22	1.09	1.21
Customer Company Total	13	1	14
	1.22	1.09	1.21

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## Detail

<b>INC000000219701</b>	Ricky Flores	Application	None	None		TIR Missed: No	TIR:	0.15
Security	Bart Grant	GOED	Low	Closed		TTR Missed: No	TTR:	0.19
<b>INC000000229129</b>	Diane Wilson	PC/Laptop	Error	Acrobat Reader		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	GOED	Low	Closed		TTR Missed: No	TTR:	0.00
<b>INC000000229226</b>	Chuck Spence	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	GOED	Low	Closed		TTR Missed: No	TTR:	0.00
<b>INC000000229394</b>	Tamy Dayley	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed		TTR Missed: No	TTR:	0.05
<b>INC000000230821</b>	Adam Walden	Application	Error	PDF Complete		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed		TTR Missed: No	TTR:	0.06
<b>INC000000230826</b>	Derek B Miller	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed		TTR Missed: No	TTR:	0.07
<b>INC000000232232</b>	Lorraine Daly	Network	Error	None		TIR Missed: No	TIR:	0.12
Capitol Hosting	Matt Dunlap	GOED	Medium	Closed		TTR Missed: No	TTR:	1.09
<b>INC000000232318</b>	Sharon Cox	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.06
Voice Operations	Annette Nielsen	GOED	Low	Closed		TTR Missed: No	TTR:	0.16
<b>INC000000232522</b>	Cheralyn Anderson	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.62
Metro A Desktop Support	Burton Brown	GOED	Low	Closed		TTR Missed: No	TTR:	1.62
<b>INC000000233152</b>	Chuck Spence	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed		TTR Missed: No	TTR:	
<b>INC000000233207</b>	Chuck Spence	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.69
Application Services	Martin Gonzalez	GOED	Low	Closed		TTR Missed: Yes	TTR:	12.45
<b>INC000000233676</b>	Myrna Hill	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed		TTR Missed: No	TTR:	0.03
<b>INC000000236017</b>	Alex Quayson-sackey	Print/Copy/Scan/Fax	Error Code	Novell iPrint		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Resolved		TTR Missed: No	TTR:	0.02
<b>INC000000236101</b>	Barbara Bloedorn	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	GOED	Low	Resolved		TTR Missed: No	TTR:	0.00